

Choosing a Quality Tile Installer

	NTCA member	Non-member
Knows where to find the best tile industry resources	✓	?
Has open-line access to industry experts	✓	?
Receives TCNA Handbook with latest industry methods & standards for correct tile installation	✓	?
Views tile as a profession worthy of investment	✓	?
Has NTCA Reference Manual for cause, cure, & prevention	✓	?
Regularly hears from industry peers to stay up-to-date	✓	?

You deserve a long-lasting installation.

Ask your residential tile installation contractor:

- ✓ What **methods & standards** will they use from the TCNA Handbook?
- ✓ How will they control **site conditions**?
- ✓ How will they properly **prepare the surface** before tiling?
- ✓ Will they honor industry standards for **movement accommodation** (expansion/contraction)?
- ✓ Will they provide **references** of similar, successful installations?
- ✓ Will they provide a **written proposal** on the work to be done?
- ✓ What is their **warranty** on labor and setting materials?
- ✓ Are they invested in **training & education**?
- ✓ Have they seen the [Trowel & Error](#) Video?

Tile won't bend to make up for a bad installation.